



**DELAWARE HEALTH AND  
SOCIAL SERVICES**

Division of Services for Aging and  
Adults with Physical Disabilities

**Respite Care  
Service Specifications**

**Revision Table**

<b>Revision Date</b>	<b>Sections Revised</b>	<b>Description</b>
7/23/2018		Revised for 2019 contract
8/14/2019	4.1	Deleted: <i>Respite care is available to all eligible persons within Delaware subject to availability of the service.</i>
8/14/2019	6.1.9	Deleted: <i>The provider must coordinate with DSAAPD on the maintenance and submission of needed service-related data.</i>
8/14/2019	6.1.9	Added entire section
8/9/2022	6.1.11.3	Added: The notification must be made within one business day by telephone to both DSAAPD and the caregiver if two-weeks' notice of termination cannot be provided.



**DELAWARE HEALTH AND  
SOCIAL SERVICES**

Division of Services for Aging and  
Adults with Physical Disabilities

**Respite Care  
Service Specifications**

**1.0 SERVICE DEFINITION**

- 1.1 Respite care provides short-term relief to caregivers who support the needs of older persons; persons with Alzheimer's disease or related dementias; or adults with physical disabilities. Respite care is provided in the home of the care recipient or caregiver and can be provided in the absence of the caregiver or while the caregiver remains in the home.

**2.0 SERVICE GOAL**

- 2.1 The goal of respite care is to provide a caregiver with relief from the demands of caregiving. The intent is to maintain the caregiver's health and well-being; reduce stress, and prevent exhaustion while ensuring continuous care for the care recipient.

**3.0 SERVICE UNIT**

- 3.1 The unit of service for respite care is one (1) hour.

**4.0 SERVICE AREA**

- 4.1 Providers may apply for sub-areas of the State.

**5.0 ELIGIBILITY**

- 5.1 The Division of Services for Aging & Adults with Physical Disabilities (DSAAPD) staff will determine eligibility for Respite Care service and authorize participant service hours.

**6.0 SERVICE STANDARDS**

- 6.1 Respite services must meet or exceed the following standards:
- 6.1.1 The provider must meet and comply with all Federal, State and local rules, regulations and standards applying to the service being provided.
  - 6.1.2 The provider must be a Delaware-licensed home health agency or personal assistance services agency.
  - 6.1.3 The provider must be able and willing to provide respite care seven (7) days a week with extended hours as needed.
  - 6.1.4 Provider staff must be fully trained and professionally qualified in accordance with applicable licensing requirements with supplemental training provided, as appropriate, to support the provision of care to the population served through this program.
  - 6.1.5 The provider must maintain, follow, and continually update a training and supervision program to ensure that agency staff are fully trained and familiar with agency procedures.
  - 6.1.6 In-home case assessments must be completed within five (5) working days of receipt of the service referral from DSAAPD.
  - 6.1.7 A plan of care must be developed for each new care recipient within five working days after assessment.
    - 6.1.7.1 The plan must identify those services to be provided to the care recipient to relieve the caregiver.
    - 6.1.7.2 The caregiver must play an integral role in the development of the plan to ensure that the hours and services provided meet his/her needs and the needs of the care recipient.



**DELAWARE HEALTH AND  
SOCIAL SERVICES**

Division of Services for Aging and  
Adults with Physical Disabilities

**Respite Care  
Service Specifications**

- 6.1.8 Assessments, plans of care and other service records must be kept in a secure location to protect confidentiality.
- 6.1.9 The provider must assure that service utilization is maximized, while maintaining the continuity of service for all active program participants throughout the contract service period. This is accomplished through the following methods:
  - 6.1.9.1 When the provider is in need of additional service hours to maximize the contract funding, the provider will send an email the DSAAPD service resource mailbox ([DHSS\\_DSAAPD\\_Respite@delaware.gov](mailto:DHSS_DSAAPD_Respite@delaware.gov)) that includes;
    - 6.1.9.1.1 the number of requested hours (per week)
    - 6.1.9.1.2 the funding source of the hours requested
    - 6.1.9.1.3 specifics about areas that the provider is unable to serve
    - 6.1.9.1.4 participant needs that cannot be accepted.
  - 6.1.9.2 The provider, through the use of the Activities function in the WellSky Service Delivery Manager software, will inform the appropriate DSAAPD staff of required changes (requested service level adjustments, possible service termination, etc.) in the program participants Service Plan.
- 6.1.10 The provider must notify DSAAPD of problems which threaten participant service.
- 6.1.11 The provider must notify DSAAPD and the program participant in writing two weeks prior to termination of services.
  - 6.1.11.1 The notification must include reasons for the termination and steps taken by the provider to resolve the issues.
  - 6.1.11.2 The notification must include the proposed plan of care that will be provided during the two-week period.
  - 6.1.11.3 The notification must be made within one business day by telephone to both DSAAPD and the caregiver if two-weeks' notice of termination cannot be provided.
- 6.1.12 The provider must give DSAAPD thirty days' notice if terminating five or more consumers at a given time.
- 6.2 Allowable activities:
  - 6.2.1 The agency must have the capacity to provide, at a minimum, the following service components based on the care recipient's individualized care plan:
    - 6.2.1.1 Household duties such as light cleaning, laundry and meal preparation.
    - 6.2.1.2 Personal care services for the care recipient such as bathing, shampooing, shaving, dressing and toileting.
    - 6.2.1.3 Companionship.
    - 6.2.1.4 Training / Instruction / Cueing.
- 6.3 Prohibited activities:
  - 6.3.1 For purposes of planning and reimbursement, respite care may not include any of the following:
    - 6.3.1.1 Lawn care, garden care, raking or snow removal.
    - 6.3.1.2 Heavy-duty cleaning, furniture moving, or other heavy work.



**DELAWARE HEALTH AND  
SOCIAL SERVICES**

Division of Services for Aging and  
Adults with Physical Disabilities

**Respite Care  
Service Specifications**

- 6.3.1.3 Financial or legal advice or services (except for referral to qualified agencies or programs).

**7.0 INVOICING REQUIREMENTS**

- 7.1 The provider will invoice DSAAPD pursuant to the DSAAPD Policy Manual for Contracts, Policy Log Number X-Q, Invoicing, utilizing the DSAAPD provided Invoicing Workbook for the Respite Care service (IW-Respite Care-SSBG & IW-Respite Care-Title III).
- 7.2 The provider will enter service hours for each invoice period via Provider Direct and initiate Activities and Referrals to correct any SAMS Roster discrepancies. When directed, the SAMS Roster will be used as the basis for invoicing.

**8.0 PROGRAM INCOME**

- 8.1 DSAAPD staff will inform care recipients, family members, and/or caregivers of the cost of providing respite service and will offer them the opportunity to make voluntary contributions to help defray the cost, thereby making additional service available to others.
- 8.2 Providers must have procedures in place to:
- 8.2.1 Protect privacy and confidentiality with respect to contributions.
- 8.2.2 Safeguard and account for all contributions.
- 8.2.3 Use the contributions to expand services.
- 8.3 No eligible participant will be denied service because of his/her inability or failure to make a contribution.